

Heim, Shannon M.

Subject: FW: Serve ticket#: 2238827 Last Name: McElhaney

From: FCC [<mailto:consumercomplaints@fcc.gov>]

Sent: Wednesday, February 21, 2018 4:29 AM

To: Carolyn Hanson <chanson@mta-telco.com>; Sonja Nelson <snelson@mta-telco.com>; Wanda Tankersley <wtankersley@mta-telco.com>

Subject: Serve ticket#: 2238827 Last Name: McElhaney

##- Please type your reply above this line -##

Due Date: 03/23/2018

Serve Date: 02/21/2018

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/2238827>

Subject: Matanuska Telephone Company shutting down

Tags: alaska availability_phone carrier_response_pending current_customer no_filing_on_behalf other phone_availability_coverage wired_phone yes_contacted_company

Email: mcel@gci.net

Method: Wired -

Issue:Availability -

Number subject to complaint: 907-733-2399

Company Name:

Other Company Name: Matanuska Telephone Company

Account #:

First: Robert

Last: McElhaney

Address: 1200 Southampton Dr

Address 2:

City: Anchorage

State: alaska

Zip: 99503

Phone where to be contacted: 907-868-2610

Filing on Behalf of Someone: No

Relationship:

First Name:

Last Name:

Serve Status: carrier_response_pending

Ticket Information:

.....

Pam Williams (FCC Complaints)

Feb 21, 8:29 AM EST

Private note

Please use the Macro called "Closure Response to FCC" when you are ready to respond. To view instructions on how to respond see <https://us-fcc.box.com/how-to-respond>.

This constitutes a notice of informal complaint filed with the FCC against your company. Your response to the consumer (with a copy to the FCC) is due no later than 30 days from the date of this notice.

For more information on your legal responsibilities, see <https://us-fcc.app.box.com/complaintnotice>.

If you have any questions regarding this notice, please contact the FCC at carriersupport@fcc.gov.

Renee Moore (FCC Complaints)

Feb 16, 10:00 AM EST

Private note

Matanuska Telephone Association is already in CHC.

Robert McElhaney

Feb 14, 4:12 PM EST

Robert McElhaney was not signed in when this comment was submitted. [Learn more](#)

Matanuska Telephone Company is no longer going to be available after June 2018. He has been with them for approximately 5–6 years. They are telling him he will not longer have coverage in Axalander Creek area via fixed wireless; known as retail basic exchange telecommunications. This would mean he would have no service at his cabin at Axalander Creek that he lives there from February/March until September. He is 80 years old and this would mean if he had any kind of emergency he would not be able to communicate in any way. Caller signed up with them/ and he bought the land with the understanding that he would have communications there. Resolution he seeks is that Matanuska stay in business and provide them with service. Verizon is taking over the towers and all they would have to do is maintain what they are doing right now. ***CTR386–phone***

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

Ticket # 2238827
Status Open
Requester Robert McElhaney
CCs –
Group Matanuska Telephone Association, Inc.
Assignee –
Priority –
Type Ticket
Channel Web Form

This email is a service from FCC Complaints.

**Before the
Federal Communications Commission
Washington, DC 20554**

In re Application of Matanuska Telephone
Association, Inc. to Discontinue BETRS Service

)
)
)
)

WC Docket No. 17-363

AFFIDAVIT OF ERIC ANDERSON

STATE OF ALASKA

)

) ss.

MATANUSKA-SUSITNA BOROUGH

)

Eric Anderson, after being duly sworn, states the following:

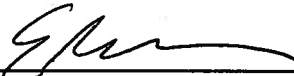
1. I am the Director of Engineering, Construction and Operations at Matanuska Telephone Association ("MTA"). My primary responsibility includes the maintenance and deployment of MTA's telecommunications network, including the infrastructure used to provide Basic Exchange Telephone Radio Service ("BETRS").
2. MTA must stop offering the BETRS service being provided to 62 customers in the most remote areas of MTA's territory. The technology is obsolete. There are no manufacturers offering BETRS equipment for sale.
3. The cost of replacing the BETRS system far exceeds MTA's resources. The customers currently receiving BETRS service live far from any network infrastructure owned by MTA or any road. The locations lack access to electric power, water and sewer. It would be impossible to build wireline infrastructure to

these locations. Further, there is no federal financial support available to offset the incredible cost.

4. Based on MTA's historic data, it costs approximately \$475 per month to provide service to BETRS customers. That translates into nearly \$5,700 annually for each location. The costs are related to the tower infrastructure, required power and spectrum.
5. Maintenance and deployment of MTA's cellular network was part of my job responsibilities until MTA sold the tower infrastructure. MTA resold Verizon's data rich LTE service, but found its CDMA network incapable of providing the same data experience. LTE coverage typically has a shorter reach from the tower than CDMA signals.


FURTHER AFFIANT SAYETH NOT.

Dated 6th day of March, 2018.



Eric Anderson
Director of Engineering, Construction and Operations

SUBSCRIBED AND SWORN TO
before me on the 6th day of March, 2018.


Notary Public

Commission expires 3-23-19



From: Wufoo [<mailto:no-reply@wufoo.com>]
Sent: Tuesday, February 06, 2018 9:13 AM
To: CSRV - Online Requests <customerservice@mta-telco.com>
Subject: Contact Customer Service/Sales [#7540]

Your name *

William Johnson

Your MTA phone number or contact number *

(907) 451-0088

An email where we can contact you *

will@hughes.net

Comments/Details

We understand that some of your remote customers who have prefix 733 radio units will lose their service soon. Many of your remote customers are satellite Internet customers of ours and we can help them with various VoIP phone products. Also, for those who are not currently satellite Internet customers, we have products to help them, and an installer who has an aircraft and snow machines, and specializes in going to remote locations. Thank you, Will Johnson, Alaska Satellite Internet (www.alaskasi.com) 888-396-5623

Mr. Johnson's message is a little hard to read. It states:

We understand that some of your remote customers who have prefix 733 radio units will lose their service soon. Many of your remote customers are satellite Internet customers of ours and we can help them with various VoIP phone products. Also, for those who are not currently satellite Internet customers, we have products to help them, and an installer who has an aircraft and snow machines, and specializes in going to remote locations. Thank you, Will Johnson, Alaska Satellite Internet (www.alaskasi.com) 888-396-5623



December 19, 2017

IMPORTANT NOTICE REGARDING DISCONTINUANCE OF MATANUSKA TELEPHONE ASSOCIATION'S FIXED WIRELESS SERVICES

Dear (mail merger name),

We are reaching out to provide advance notice that our fixed wireless service, formally known as retail Basic Exchange Telecommunications Radio Service (BETRS), will be permanently turned down on June 1, 2018. At that time, we will no longer provide MTA phone service through the fixed wireless service. This will affect all MTA BETRS customers (roughly 0.74% of MTA's total customer base) throughout our service area, specifically those customers residing in the Matanuska Susitna Borough and Denali Borough. You can keep your fixed wireless equipment and there will be no charge to you.

Why are we making this change?

The FCC established rules in 1988 for the use of BETRS spectrum (used in fixed wireless) to provide basic, digital, telephone service to subscribers in locations deemed so remote that traditional wireline service or service by other means was not feasible. However, the communications industry has been rapidly evolving and the quality of available cellular/wireless service exceeds your existing fixed wireless service.

Earlier this year, MTA exited the wireless market and sold its assets. Consequently, MTA cannot maintain the fixed wireless service in the future and must inform customers currently purchasing the service that an alternative service provider is now required. We've included a list of alternative options for your reference as you begin to select the service provider that will best meet your needs.

We are proud to have provided BETRS service for more than three decades. As a valued customer, we are offering you a one-time payment of \$400.00 if you transfer your MTA phone service by February 28, 2018.

MTA has notified the Federal Communications Commission (FCC) of its proposed discontinuance of service (See DA-17-XXXX). The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Matanuska Telephone Association. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

If you have questions concerning this notice, please contact MTA at 907-745-3211 from the Mat-Su area, or toll free at 800-478-3211 (within Alaska) Monday – Friday from 8:00 a.m. to 6:00 p.m. or Saturday from 10:00 a.m. to 4:00 p.m.

Sincerely,
MTA Customer Service

1740 S. Chugach St.
Palmer, AK 99645
mtasolutions.com

POTENTIAL ALTERNATIVE SOLUTIONS FOR MTA FIXED WIRELESS CUSTOMERS

AT&T

AT&T is available in some of the remote areas. Bald Mountain, Byers Creek, Honolulu, check with AT&T for service in the area.

Equipment needed for purchase:

- UMTS Wireless router. AT&T bundle pricing available. Ask for wireless home phone solution.

Service agreement needed:

- Inquire with AT&T for plan pricing.

Contact:

- AT&T: 888-333-6651
-

HUGHES NET (Satellite Service)

Hughes Net is available nearly anywhere in the Mat-Su Borough. Tree cover can be an issue.

Equipment needed for purchase or lease:

- Small satellite dish, radio or VoIP phone.
- Dish cost is \$700 (.98 Meter Dish). Dish and radio must be installed and commissioned by tech. Fly out expense and labor hours will incur. Inquire with Alaska Satellite for costs.

Service agreement needed:

Hughes net plans start around \$50 per month, up to \$100 month.

Contact:

- Alaska Satellite: 1-888-396-5623. Ask about current offering. VoIP service and Internet over satellites.
 - Microcom: 907-376-0444
-

EXEDE (Satellite Service)

Exede is available in most areas. Tree cover can be an issue.

Equipment needed:

- Equipment available by lease only. Lease program of \$10 per month to \$300 for lifetime customers.

Service agreement needed:

- Multiple plans available.
- Vacation suspension plan available.

Contact:

- Alaska Satellite: 1-888-396-5623
 - Microcom: 907-376-0444
-

GCI

GCI is available in some areas with plans to place equipment at Shell and Bald Mountains.

Contact:

- GCI: 800-800-4800
-

VERIZON 4G LTE

Verizon 4G LTE is available for customers that currently receive their fixed wireless from Bald Mountain, Talkeetna, Shell Mountain, Byers Creek, Honolulu, Caswell, Willow, Deshka and Sutton cell sites. This is not a viable solution for customers living in the Alexander Creek area.

Equipment needed:

- Proxicast High Gain 11dbi Yagi Antenna 3g, 4g, Lte/xLte/Wi-Fi (\$59.95 Prime from Amazon)
- Proutone 65db LTE 700mhz Verizon Signal Booster kit with directional panel antenna, cabling and \$119.99 Prime from Amazon.
- Verizon smartphone Internet

- Verizon MiFi Jetpack, available from Amazon or Verizon for \$50-\$200. This equipment can be self-installed.
- Additional option – Frigid North in Anchorage (907-561-4633) carries Wilson cell signal boosters and accessories. Verizon Band 13 700mhz. booster/repeater and the antenna in that same frequency band.

Service agreement needed:

- Verizon phone and/or data plan.

Contact:

- Verizon: 907-519-0344



February 6, 2018

Dear (mail merger name):

We are reaching out to remind you that our fixed wireless service, formally known as retail Basic Exchange Telecommunications Radio Service (BETRS), will no longer be available through MTA beginning June 1, 2018. You can keep the fixed wireless equipment at no charge to you.

The technology industry has changed dramatically over the past several years and MTA has exited the highly competitive wireless market, (as well as the fixed wireless market), and sold its assets, which includes the towers and spectrum. To show our appreciation for your business, we're offering you a one-time payment of \$400.00 if you disconnect or transfer your service by February 28, 2018. We've also included an updated list of potential alternative service options for your reference.

To transfer or disconnect your service, please contact MTA at 907-745-3211 from the Mat-Su area, or toll free at 800-478-3211 (within Alaska) Monday – Friday from 8:00 a.m. to 6:00 p.m. or Saturday from 10:00 a.m. to 4:00 p.m.

Sincerely,
MTA Customer Service

Potential Alternative Solutions For MTA Fixed Wireless Customers

Newly Added Options

IRIDIUM

Iridium is available globally and offers Broadband, data, and voice.

Contact:

- iridium.com, click on Contact Us at the bottom of their website.
- Microcom: microcom.tv/satellite-phone 877-696-3474
- Surveyors Exchange: 907-561-6501

GLOBAL STAR

Global Star coverage is good throughout Alaska. Trees and mountains can be an issue.

Equipment needed:

- Phone rental and unlimited talk billed daily, weekly, for 10 days, or monthly.

Contact:

Multiple resellers in Anchorage. Some options are listed below:

- AlaskaGlobalstar US at 907-230-9425
- Microcom: microcom.tv/satellite-phone 877-696-3474
- Alaska Satellite Internet: 888-396-5623

AT&T

AT&T is available in some of the remote areas including Bald Mountain, Byers Creek, Honolulu. Check with AT&T for service in the area.

Equipment needed for purchase:

- UMTS Wireless router. AT&T bundle pricing available. Ask for wireless home phone solution.

Service agreement needed:

- Inquire with AT&T for plan pricing.

Contact:

- AT&T: 888-333-6651

HUGHES NET (Satellite Service)

Hughes Net is available nearly anywhere in the Mat-Su Borough. Tree cover can be an issue.

Equipment needed for purchase or lease:

- Small satellite dish, radio or VoIP phone.
- Dish cost is \$700 (.98 Meter Dish). Dish and radio must be installed and commissioned by tech. Fly out expense and labor hours will incur. Inquire with Alaska Satellite for costs.

Service agreement needed:

Hughes net plans start around \$50 per month, up to \$100 month.

Contact:

- Alaska Satellite: 1-888-396-5623. Ask about current offering. VoIP service and Internet over satellites.
- Microcom: 907-376-0444

EXEDE (Satellite Service)

Exede is available in most areas. Tree cover can be an issue.

Equipment needed:

- Equipment available by lease only. Lease program of \$10 per month to \$300 for lifetime customers.

Service agreement needed:

- Multiple plans available.
- Vacation suspension plan available.

Contact:

- Alaska Satellite: 1-888-396-5623
- Microcom: 907-376-0444

GCI

GCI is available in some areas with plans to place equipment at Shell and Bald Mountains.

Contact:

- GCI: 800-800-4800

VERIZON 4G LTE

Verizon 4G LTE is available for customers that currently receive their fixed wireless from Bald Mountain, Talkeetna, Shell Mountain, Byers Creek, Honolulu, Caswell, Willow, Deshka and Sutton cell sites. This is not a viable solution for customers living in the Alexander Creek area.

Equipment needed:

- Proxicast High Gain 11dbi Yagi Antenna 3g, 4g, Lte/xLte/Wi-Fi (\$59.95 Prime from Amazon)
- Proutone 65db LTE 700mhz Verizon Signal Booster kit with directional panel antenna, cabling and \$119.99 Prime from Amazon.
- Verizon smartphone Internet

- Verizon MiFi Jetpack, available from Amazon or Verizon for \$50-\$200. This equipment can be self-installed.
- Additional option – Frigid North in Anchorage (907-561-4633) carries Wilson cell signal boosters and accessories. Verizon Band 13 700mhz. booster/repeater and the antenna in that same frequency band.

Service agreement needed:

- Verizon phone and/or data plan.

Contact:

- Verizon: 907-519-0344

**Before the
Federal Communications Commission
Washington, DC 20554**

In re Application of Matanuska Telephone
Association, Inc. to Discontinue BETRS Service

)
)
)
)

WC Docket No. 17-363

AFFIDAVIT OF WANDA J. TANKERSLEY

STATE OF ALASKA

)

) ss.

MATANUSKA-SUSITNA BOROUGH

)

Wanda J. Tankersley, after being duly sworn, states the following:

1. I am the Chief Operating Officer at Matanuska Telephone Association ("MTA").
I oversee the daily operations of the company, including MTA's discontinuance of Basic Exchange Telephone Radio Service ("BETRS").
2. I oversaw the negotiation and execution of the sale of MTA's wireless assets and CDMA spectrum. MTA's spectrum is the less robust CDMA. MTA found it difficult to compete in the market against the more popular LTE. MTA made the difficult decision to exit the wireless market and sell its assets because MTA Wireless continued to run a substantial deficit. Federal support offset the losses to a certain extent, but in 2016 MTA Wireless lost its support.
3. MTA diligently abides by the rules and regulations governing the federal support provided pursuant to the Alaska Plan. MTA takes any implication that it might be violating those provisions. Quite to the contrary, MTA is aggressively planning

and fulfilling its Alaska Plan performance obligations. BETRS service is not subject to the Alaska Plan or any federal high cost support.

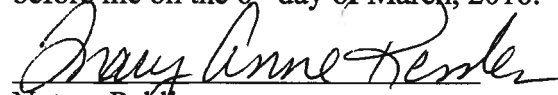
4. MTA has undertaken extraordinary efforts to inform customers and work with them to identify alternative providers. We established an internal team to work with customers. MTA provided six months of notice to customers in an effort to ease the transition, which far exceeds the required notice period. MTA provided alternative providers and then researched additional providers upon customer request.

FURTHER AFFIANT SAYETH NOT.

Dated 6th day of March, 2018.


Wanda J. Tankersley
Chief Operating Officer

SUBSCRIBED AND SWORN TO
before me on the 6th day of March, 2018.


Notary Public

Commission expires 3-23-19

